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## IBM 90-Day Server Start Up Support Discontinued

Effective 31 March 2002, the 90-Day Server Start Up Support program for IBM @server xSeries™ servers, IntelliStation® workstations, and xSeries Appliances has been discontinued. Some printed and online publications might still refer to this service, but this flyer is to notify you that this service program has been discontinued. The information in this flyer supersedes any information in your printed and online publications to the contrary.

The following sections provide information about the customer support available for the xSeries and IntelliStation products.

### Software Service and Support

Telephone assistance with usage, configuration, and software-defect resolution is available through the IBM Operational Support Services Support Line. A Support Line contract can be purchased either as an annuity or as an hourly contract, depending on the country or region. Software support for various Microsoft® and Linux® products might also be available per a set number of incidents using the Support Line blocks of incidents option. With the Support Line blocks of incidents option, you can choose the type of coverage that best meets your business needs.

For more information about Support Line and what products are supported in your country or region, go to <http://www.ibm.com/services/sl/products/>. For information about purchasing a Support Line contract or adding a support group to an existing Support Line contract, contact your IBM representative. For a list of contacts worldwide, go to <http://www.ibm.com/planetwide/>.

### Hardware Service and Support

During the limited warranty period for IBM @server xSeries servers, IntelliStation workstations, and xSeries Appliances, problem determination and service calls should be placed through IBM Integrated Technology Services or through your IBM reseller, if your reseller is authorized by IBM to provide warranty service. For a list of contacts worldwide, go to <http://www.ibm.com/planetwide/>. For more information about your limited warranty, see the "Warranty information" section in your *IBM Installation Guide*.

### Web Support

The IBM xSeries and IntelliStation Web sites have technical, compatibility, and support information for IBM xSeries and IntelliStation products. The address for xSeries information is <http://www.ibm.com/eserver/xseries/>. The address for IntelliStation information is <http://www.ibm.com/pc/intellistation/>.

You can find service information for your IBM products, including supported options, at <http://www.ibm.com/pc/support/>. If you click **Profile** from the support page, you can customize your support page to provide e-mail notification of technical updates associated with your IBM products.

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